

**1st Quarter 2013**

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## Congratulations to MVL's Governor's Ambassador Award Nominees

*Article submitted by Justin Carmack*

In 2004, the Kentucky Legislature mandated a crackdown on uninsured motorists across the Commonwealth. The Mandatory Insurance Program went into effect statewide June 1, 2012. To implement this statewide legislation, it took seven years and the hard work and dedication of several stakeholders-County Clerks, Kentucky Department of Insurance, Kentucky State Police and the Kentucky Transportation Cabinet. Specifically, it is the responsibility of the Division of Motor Vehicle Licensing (MVL) to administer this legislation, which impacts the owners of more than 4 million registered vehicles in the Commonwealth. To accomplish this, the Cabinet put together a team of subject matter experts to bring the mandate to fruition.

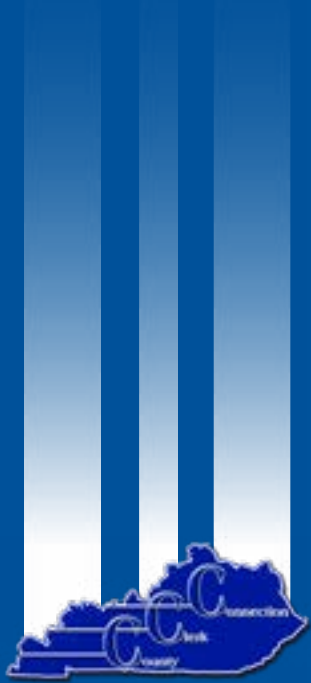
Tonya Davis has been involved in the Mandatory Insurance Program since its early phases. She helped develop and is the administrator of the MVL insurance company certification process. Davis also serves as the insurance subject matter expert for the county clerks, insurance companies, the Department of Insurance and the general public.

The knowledge she developed and acquired on the Mandatory Insurance Law, business process and system functions has enabled her to step beyond her daily role with MVL and become a trainer on the system functions, a leader among her coworkers and a sought out resource for other related initiatives.



One of the many critical success factors in the rollout of the Mandatory Insurance Program was the development of a comprehensive set of frequently asked questions and other training resources. Josh Wade undertook this responsibility early in the pilot testing process and did an excellent job. His ownership of this process helped the project manager immensely. Beyond that, the documents Wade developed have helped educate the county clerks, insurance industry and general public about Kentucky's Mandatory Insurance Program. Josh has a great attitude and quietly goes about taking care of business and often gets rave reviews from county clerks on his excellent customer service.

Wade and Davis were nominated for the Governor's Ambassador Award to honor their hard work and dedication to MVL and the Mandatory Insurance Project, and to show them how much MVL appreciates all they have done. Congratulations to them on their nominations for this prestigious award.



On Oct. 22, 2012, Motor Vehicle Licensing (MVL) employee Josh Wade, Office of Information Technology (OIT) personnel Jonathan Cordier and Annette Holmes, along with Fayette County Clerk's Office employees Sherry Abbott and Gilda Walters traveled to Austin, Texas, to perform testing on the new KAVIS system.

This group of individuals was selected to work with the 3M programmers in an ef-

fort to fix system glitches and correct inaccurate information found in KAVIS through testing. They also worked to correct the fee calculation engine, which is the mechanism for calculating the fees for any given transaction within KAVIS. They also reviewed all correspondence letters to ensure the information was valid and consistent with other correspondence for the division.



*Article submitted by Angela Noel*



## Escalation of Issues to COT

*Article submitted by Julie Walker*

It has come to the attention of Motor Vehicle Licensing that requests are being submitted directly to COT (Commonwealth Office of Technology) for system applications/issues without first going through MVL. All system applications/issues must first be sent to the MVL Helpdesk [kytcmvlhelpdesk@ky.gov](mailto:kytcmvlhelpdesk@ky.gov) for an attempt to resolve the issue with us first. MVL will assess the problem, determine if it can be recreated and if the problem is affecting counties statewide. If escalation is necessary, with this information in hand, MVL

will determine the priority level for COT and will submit the request through KYTC Office of Information Technology (OIT).

When sending requests to the MVL Helpdesk, be as specific as possible and include as much information about the issue for the business analysts to be able to replicate the issue and hopefully resolve the problem quickly.

COT is not permitted to perform any work on KYTC issues/applications unless it has been requested by KYTC OIT. Furthermore, a request

submitted directly to COT by anyone other than OIT, will only prolong the process of getting the issue resolved as COT will place the request on hold until MVL can assess the situation.

By following this process, it will save you time and time for MVL and COT as well.





## REMINDER!!!!

Please note the following information for the Nature's Finest Plates:

All customers renewing their old style nature plates must choose another plate type. This function should be done on the personalized plate screen using function code CV (convert personalized to personalized). There will be a \$25 charge, which will come off at the time of issuance.

## FYI ON INSURANCE

Article submitted by Angela Noel

This is to remind you of some of the insurance options available to you on the "IU" screen within the Automated Vehicle Information System (AVIS) when verifying insurance for customers. Here are some handy dandy tips that may be helpful to you:

- 1) If a customer indicates that he or she received multiple monthly notices about his or her insurance, you can enter the information by choosing Option 4 to verify whether the insurance company is reporting the VIN. If it returns no insurance information, the customer should contact the insurance company informing it that Motor Vehicle Licensing is not receiving the company's insurance information on a monthly basis as required by law.
- 2) If a customer comes into the office with an insurance notice, you can enter the customer's information and choose Option 6 to verify a number of things. Option 6 shows a timeline of when the vehicle was flagged as possibly uninsured, when a notice was sent and whether proof of insurance has already been provided.

Using either of these tips may prevent you from having to call our office and endure those long wait times as call volumes are markedly heavier after the insurance notices are mailed out on the fifth business day of each month.

# Hours Have Changed for Rebuilt Customers

*Article submitted by Melisa Moyer*

The Rebuilt Section has changed its hours of operation to better serve the customers of the Commonwealth of Kentucky. This change took place some time ago, but Rebuilt is still experiencing customers bringing their applications to Frankfort during the wrong times.

This, in part, is due to the fact that form TC 96-215 (Affidavit of Motor Vehicle Assembled from Wrecked or Salvage Vehicle) still has the old hours of operation on it. The older forms are being used in an attempt to use up the stock already printed. However, the public is referencing the hours on the back of this form, which are incorrect. New forms should be printed in the near future to reflect the new hours of operation. Please advise the customer of the new hours and have them disregard the hours on the back of the older form.

The days and times of drop off and pick up of Rebuilt applications are:

- 1) Drop off Monday 8 a.m. - 4 p.m. Customers can pick up Wednesday 8 a.m. - 4 p.m., or authorization/rejection letters can be mailed out the next day.
- 2) Drop off Wednesday 8 a.m. - 4 p.m. Customers can pick up the following Monday 8 a.m. - 4 p.m. or authorization/rejection letters can be mailed out next day.
- 3) For an individual(s) who owned the vehicle when wrecked, Rebuilt can process the same day Monday - Friday, 8 a.m. - 4 p.m.



## 2011 and 2012 Outstanding Applications for Title

*Article submitted by Linda Forbes*

There are still many outstanding applications from 2011 that have not been submitted for processing during 2012. These could be applications that have outstanding letters of rejection on them or they could be applications not sent in by your office. Either way, these applications will be canceled with a "code 15" at the end of January 2013. In an effort to get these resolved, we request you review your rejections for 2011 and make phone calls or write letters to the

customers informing them of the upcoming cancellations. Once these applications are canceled, if the customer comes in, you will be required to re-enter those as they can no longer be reactivated due to issues with printing of the title numbers.

In addition, there are many applications outstanding for 2012 as of December 10, 2012, some of which have already been put into a "code 29" status. This status suspends the title and the customer's registration. The same cancellations will apply to the outstanding 2012 applications when 2014 comes around.





# The Impact of Hurricane Sandy's Vehicles

Article Submitted by Arletta Taylor

On October 29, 2012, after cutting a destructive path through the Caribbean, Hurricane Sandy caused extensive damage along the East Coast of the US. As a result, the American Association of Motor Vehicle Administrators (AAMVA) arranged a conference call to the State Motor Vehicle Administrators to discuss the impact of Hurricane Sandy with regards to motor vehicles.

The conference call took place on November 29, 2012. Participants of the conference call included Patrick McCreary, Deputy Director of Bureau of Justice Assistance; Neil Schuster, President and CEO of AAMVA; Owen McShane, Director of Investigations, New York State DMV; Ivan Blackman, Director of Vehicle Operations, National Insurance Crime Bureau (NICB); several Division of MVL staff representing the Title, Registration & Rebuilt Sections and Bob Karsner, KYTC Office of Information Technology. Although all states were invited to the conference call, 38 jurisdictions were represented including Kentucky.

Neil Schuster led with opening remarks detail-

ing the devastation of Hurricane Sandy and the serious problems the states are about to experience with these flood water damaged vehicles.

Ivan Blackman explained that various agencies such as NYPD, Office of Environmental Services and FEMA are working together trying to get ahead of the influx of known and unknown water damaged vehicles. To help identify these water damaged vehicles, the NICB has created a Sandy VIN database that is accepting VINs from auctions, towing companies, insurance companies, impound facilities and car dealerships. In addition, in New Jersey when someone requests an application for an abandoned motor vehicle, the VIN is matched to the NICB Sandy database. Currently over 100,000 VINs have been submitted.

Patrick McCreary discussed the safety impact of these water damaged vehicles such as electrical, airbag, corrosion, brakes, computer problems, molds that may cause sickness, vehicles that may have a musty odor or premature flaking metal, rust, mud or grit that may be hidden in crevices where water wouldn't normally reach.

Mr. McCreary indicated vehicles are already being offered for sale at auctions, questionable dealerships and private owners without titles or salvage brands. His agency is trying to disseminate information about the safety impact of these water damaged vehicles through the National Motor Vehicle Title Information System (NMVTIS), NICB brochures, pamphlets and several media outlets such as twitter, facebook and various websites.

Owen McShane provided information indicating the DMV has received a large bulk of requests for salvage titles. He stated in the New York City Long Island region alone, insurance companies have reported over 150,000 water damaged vehicles. He also stated NY investigators examined these vehicles prior to them being branded as salvage titles. However, noting each state has their own procedures for branding titles, Mr. McShane further stated these vehicles which are being branded are full of salt and sand. Some are being scrapped and used for parts. Therefore, these vehicle records are being put into NMVTIS as branded.

Several questions were

asked by participants such as:

**Q:** How can we access the Sandy VIN database?

**A:** At this time nothing is being shared with outside agencies. State agencies may want to contact NICB for additional information.

**Q:** How can these vehicles be identified?

**A:** States are encouraged to utilize NMVTIS and are encouraged to brand their titles as flood damaged, water damaged, salvage, or junk.

**Q:** How are these vehicles being sold?

**A:** Auctions, private individuals, car dealers, Craigslist etc.

**Q:** What kind of brands will be on the titles?

**A:** Each state has their own method of branding vehicles. Some may brand salvage, flood, water, etc. It depends on the insurance rating and varies from state to state.

Neil Schuster concluded the conference by encouraging everyone to develop a process for identifying these water damaged vehicles and to be diligent about branding the titles.



# DOCUMENTED BOATS

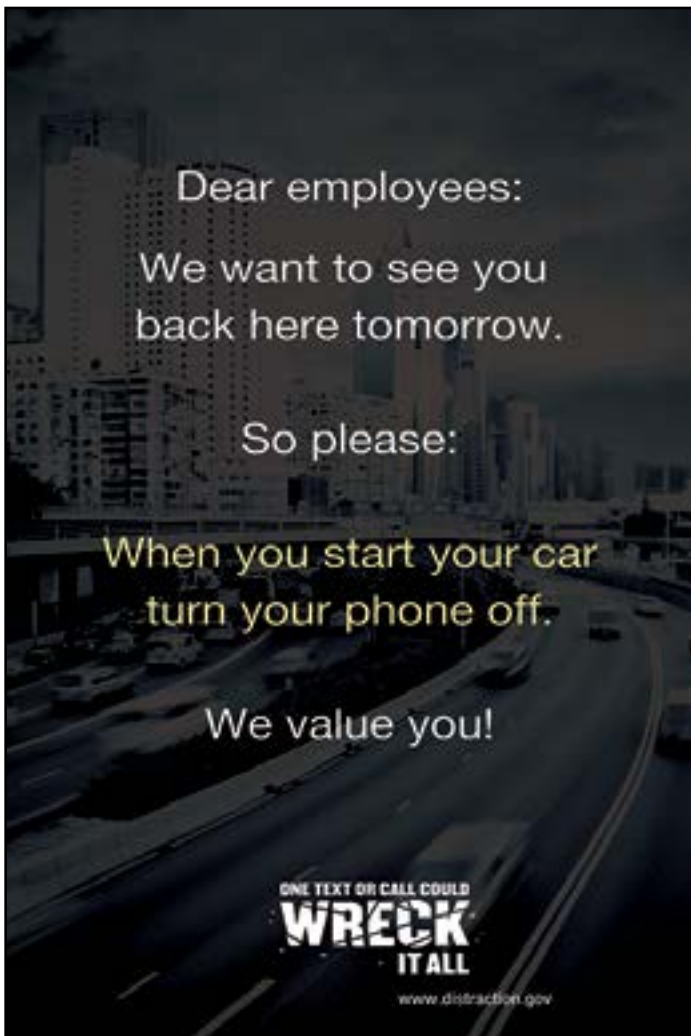
Per KRS 235.070 (2) (f) Documented boats are exempt from registration or titling.

If a titled owner decides to document his or her boat, a proof of documentation to the county clerk's office is required. The county clerk will mail in the customer's title along with proof of documentation to the attention of Denise Mathus or Donna Smith. Upon receipt, we will surrender the title to the Coast Guard. The county clerk's office will not code anything in AVIS.



If a customer wants to title and register a boat that has been documented, we will need the following documents: Certificate of Documentation, a documentation release letter from the Coast Guard and a bill of sales from the seller to the buyer along with a completed BTR.

Documented boat owners who have boats in Kentucky are required to file a Tangible Personal Property Tax Return each year for them.



## KENTUCKY LAWS

Ban on all cell phone use (handheld and hands-free)  
for bus drivers (Primary law)

Ban on all cell phone use (handheld and hands-free) for  
novice drivers (Primary law)

Ban on texting for all drivers (Primary law)

Preemption Law prohibits localities from enacting distracted  
driving bans

**Note:** Kentucky defines novice drivers as all drivers  
under the age of 18.

# HELPFUL WEB SITES & 800 NUMBERS

## Vehicle Titles

1-800-244-9036

<http://transportation.ky.gov/Motor-Vehicle-Licensing/Pages/default.aspx>

## Vehicle Registration

1-800-244-9410

<http://mvl.ky.gov/KyRenewWeb/requirementpage.jsp>

## Government & Community Services

1-888-567-1373

<http://kycare.net/>



**Andes Mint Cookies Recipe**

### Ingredients

- 1 Devil's Food Cake Mix
- 1/2 cup oil
- 2 eggs
- 1 package of Andes Mints

### Directions

- Mix cake mix, oil, and eggs together. Drop spoonfuls of dough onto baking sheet. Bake at 350 degrees for 6-9 minutes. Don't cook any longer than that! You don't want them to be overdone!

Take sheet out of oven and while the cookies are still very hot, place an Andes Mint on top of each cookie. In about 5 minutes, the mint will be melted. Take a spoon and smooth out each mint like frosting.

These are so yummy when they are warm and gooey!! They are so delicious.

## The County Clerk Connection...



## wants your feedback.

Email us your thoughts & suggestions!

[Stacey.Hiles@ky.gov](mailto:Stacey.Hiles@ky.gov)

Or call: (502) 564-7000 ext 4153

Our Address is: 200 Mero Street  
Frankfort, Ky. 40622